

## **LISTING OF CLAIMS**

Please amend the claims as indicated hereafter.

### **Claims:**

1. (Previously Presented) A trouble ticket handling system, comprising:  
login logic configured to log a user into a plurality of trouble ticket systems;  
a monitoring device configured to poll the plurality of trouble ticket systems  
comprising a plurality of open trouble tickets; and  
user interface logic configured to enable the user to automatically load a proper  
trouble ticket from any of the plurality of open trouble tickets at the plurality of trouble  
ticket systems and assign the proper trouble ticket to the user, determination of the  
proper trouble ticket being based upon regulatory fines that are subject to being levied  
against the proper trouble ticket from different regulatory agencies, wherein the proper  
trouble ticket is chosen from the regulatory agency in which the regulatory fine is the  
largest.
2. (Previously Presented) The system of claim 1, further comprising memory  
coupled to the login logic, the memory being configured to store at least one password  
associated with each of the plurality of trouble ticket systems, and to store and a  
username associated with the user.
3. (Original) The system of claim 2, wherein each of the plurality of trouble ticket  
systems is associated with a geographic region.
4. (Original) The system of claim 3, wherein each of said at least one password  
is different and each of said at least one password is associated with one of the plurality  
of trouble ticket systems.
5. (Previously Presented) The system of claim 1, wherein the monitoring device  
is configured to poll the plurality of trouble ticket systems on a periodic basis.

6. (Previously Presented) The system of claim 1, wherein the monitoring device is configured to poll the plurality of trouble ticket systems upon receiving an instruction from the user interface logic.

7. (Previously Presented) The system of claim 1, wherein the monitoring device is configured to retrieve information from each of the plurality of trouble ticket systems regarding a plurality of open trouble tickets associated with the user.

8. (Original) The system of claim 7, wherein the trouble tickets are associated with the user through a common language location identifier based on a center associated with the user.

9. (Previously Presented) The system of claim 1, further comprising sorting logic configured to determine the proper trouble ticket to load to the user.

10. (Previously Presented) The system of claim 9, wherein the sorting logic is configured to sort a plurality of trouble tickets responsive to a common language location identifier, a tracking key, and a time stamp associated with each of the plurality of trouble tickets.

11. (Previously Presented) The system of claim 9, wherein the sorting logic is further configured to sort a plurality of trouble tickets responsive to a tracking key associated with each of the plurality of trouble tickets.

12. (Original) The system of claim 1, wherein the user interface logic inhibits the user from choosing a trouble ticket to work on based on a perceived level of difficulty associated with the chosen trouble ticket.

13. (Previously Presented) The system of claim 1, wherein the user interface logic is further configured to enable the user to manually load to a trouble ticket.

14. (Previously Presented) The system of claim 13, wherein the user interface logic is further configured to enable the user to enter a reason for manually loading the trouble ticket.

15. (Previously Presented) The system of claim 14, wherein the user interface logic is further configured to set an alarm when the user exceeds a threshold number of allowable manual load tickets.

16. (Previously Presented) The system of claim 15, further comprising a reporting logic configured to report the alarm to a supervisor of the user.

17. (Previously Presented) The system of claim 1, wherein the proper trouble ticket is determined by a sorting logic which is configured to provide the user interface with an oldest maintenance ticket as determined by a tracking key associated with each of the plurality of trouble tickets.

18. (Canceled)

19. (Previously Presented) A method of assigning trouble tickets, comprising:  
periodically polling a plurality of trouble ticket systems for at least one trouble ticket associated with a support center;

sorting said at least one trouble ticket with a plurality of previously received trouble tickets;

storing a plurality of sorted trouble tickets in a memory device;

receiving a request for a trouble ticket from a technician at the support center;

and

providing the technician with a proper trouble ticket from the plurality of sorted trouble tickets, determination of the proper trouble ticket being based upon regulatory fines that are subject to being levied against the proper trouble ticket from different regulatory agencies, wherein the proper trouble ticket is chosen from the regulatory agency in which the regulatory fine is the largest.

20. (Original) The method of claim 19, further comprising:  
storing at least one password for the technician associated with each of the plurality of trouble ticket systems in the memory device.

21. (Original) The method of claim 20, further comprising logging the user into the plurality of trouble ticket systems with said at least one password.

22. (Original) The method of claim 20, wherein each of said at least one password is different and each of said at least one password is associated with one of the plurality of trouble ticket systems.

23. (Original) The method of claim 19, further comprising polling of the plurality of trouble ticket systems occurs upon receiving a request for a trouble ticket from a technician at the support center.

24. (Original) The method of claim 19, wherein the trouble tickets are associated with the support center through a common language location identifier associated with the support center.

25. (Original) The method of claim 24, wherein sorting said at least one trouble ticket with a plurality of previously received trouble tickets comprises sorting trouble tickets in accordance with a tracking key, and a time stamp associated with each trouble ticket.

26. (Original) The method of claim 19, wherein the user interface logic inhibits the user from choosing a trouble ticket to work on based on a perceived level of difficulty associated with the chosen trouble ticket.

27. (Previously Presented) The method of claim 19, further comprising:  
receiving a request from the technician to manually load a trouble ticket; and  
assigning the trouble ticket to the technician responsive to the request to  
manually load the trouble ticket.

28. (Original) The method of claim 27, further comprising receiving a reason from  
the technician for manually loading the trouble ticket.

29. (Original) The method of claim 28, further comprising causing an alarm when  
the technician exceeds a threshold number of allowable manual load tickets.

30. (Original) The method of claim 29, further comprising reporting the alarm to a  
supervisor of the technician.

31-32. (Canceled)

33. (Previously Presented) A computer readable medium having a program for  
assigning a trouble ticket to a responsible technician, the program having instructions to  
perform:

periodically polling a plurality of trouble ticket systems for at least one trouble  
ticket associated with a support center;

sorting said at least one trouble ticket with a plurality of previously received  
trouble tickets responsive to a tracking key and time stamp included with each of the  
trouble tickets;

storing a plurality of sorted trouble tickets in a memory device;

receiving a request for a trouble ticket from a technician at the support center;

and

assigning the technician to a proper trouble ticket from the plurality of sorted  
trouble tickets, determination of the proper trouble ticket being based upon regulatory  
fines that are subject to being levied against the proper trouble ticket from different

regulatory agencies, wherein the proper trouble ticket is chosen from the regulatory agency in which the regulatory fine is the largest.

34. (Previously Presented) The program of claim 33, further performing:  
storing at least one password for the technician associated with each of the plurality of trouble ticket systems in the memory device.

35. (Original) The program of claim 34, wherein each of said at least one password is different and each of said at least one password is associated with one of the plurality of trouble ticket systems.

36. (Previously Presented) The program of claim 33, further performing:  
polling of the plurality of trouble ticket systems occurs upon receiving a request for a trouble ticket from a technician at the support center.

37. (Original) The program of claim 33, wherein the trouble tickets are associated with the support center through a common language location identifier associated with the support center.

38. (Original) The program of claim 33, wherein the user interface logic inhibits the user from choosing a trouble ticket to work on based on a perceived level of difficulty associated with the chosen trouble ticket.

39. (Previously Presented) The program of claim 33, further performing:  
receiving a request from the technician to manually load a trouble ticket; and  
assigning the trouble ticket to the technician responsive to the request to manually load the trouble ticket.

40. (Previously Presented) The program of claim 39, further performing:  
receiving a reason from the technician for manually loading the trouble ticket.

41. (Previously Presented) The program of claim 40, further performing:  
causing an alarm when the technician exceeds a threshold number of allowable  
manual load tickets.

42. (Previously Presented) The program of claim 41, further performing:  
reporting the alarm to a supervisor of the technician.

43-45. (Canceled)

46. (Previously Presented) The program of claim 33, the program being further  
performing:  
tracking a plurality of work schedules associated with a plurality of technicians.

47. (Previously Presented) The program of claim 46, the program being further  
performing:  
assigning the trouble ticket responsive to a work schedule among the plurality of  
work schedules, associated with the technician.